GOVERNMENT OF INDIA
HUMAN RESOURCE DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:5805
ANSWERED ON:29.04.2015
VIRTUAL CALL CENTRE
Raut Shri Vinayak Bhaurao

Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

(a) whether a Virtual Call Centre of National Council for Teacher Education (NCTE) has been launched by the Government in the recent past, if so, the details thereof and its salient features;

(b) whether the Government has provided any training to the persons engaged for functioning of said Call Centre, if so, the details in this regard; and

(c) the extent to which it is likely to help various stakeholders like students, teachers and general public on the matters pertaining to NCTE in the country?

Answer

MINISTER OF HUMAN RESOURCE DEVELOPMENT (SMT. SMRITI ZUBIN IRANI)

(a): The Virtual Call Centre, a Public Facilitation/Grievance Redressal Helpline of National Council of Teacher Education (NCTE) was launched on 06.04.2015. The Virtual Call Centre is aimed to provide a platform to all the stakeholders i.e., students, teachers and public at large to seek any clarification with regard to the working of the NCTE, Regulations and Norms and Standards notified by NCTE recently, applications for the recognition of teacher education institutions, teacher education courses, and any other issues including any complaints/grievances pertaining to NCTE. The caller can contact the Centre through a toll free number i.e.1800110039, which can be accessed through 30 parallel telephone lines.

(b): The persons engaged for the Call Centre have been provided training by NCTE to operate the Centre.

(c): The launch of the Call Centre is envisioned to help stakeholders especially the general public, who will get facilitation and clarification on issues pertaining to NCTE.